Iowa Integrated Eligibility Project Responsibility Matrix

Line Number	Responsibilities	State			IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM	PMO				
	PROCUREMENT							
1	Coordinate RFP activities up to sending to CMS for approval.			X				
2	Manage the evaluation process of the RFP			X				
3	Compile resource library for RFP so vendors proposing can view policies, procedures, reports etc.	X	X	X				
4	Obtain facilities, meeting rooms and necessary equipment after contract negotiation				X			
5	Approve facility and meeting rooms	X						
6	Provide central repository for all project documents.	X						
7	Monitor the Contractor performance and compliance with contract terms, standards and conditions.	X		X			X	
8	Approve payments per the contract	X						
9	Provide data dictionary of existing systems involved with eligibility records.		X					
10	Identify and document detailed interface requirements for those systems included in this project.		X					
11	Identify and document reports produced and the data elements in those reports.	X	X	X				
12	Conduct network analysis for expected traffic increase with a new system.		X					
13	Future State Processes	X	X	X				

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		Business	DDM					
14	Prepare for the DDI vendor	X	X	X			X	X
15	Conduct analysis of PC and desktops currently being used for eligibility.		X					
	PLANNING							
16	Provide the Department with project management approach and methodologies				X			
17	Set up project initiation meeting				X			
18	Name the executive sponsor for the project	X						
19	Review Contractor deliverables	X		X			X	
20	Identify members for the project team	X	X					
21	Identify the QA/IV&V Contractor	X						
22	Prepare agenda for project kickoff meeting				X			
23	Conduct project initiation meeting				X			
24	Monitor all projects (HBE, MMIS and IIEP) to address risks, issues, quality, schedule, budget and scope.			X			X	X
25	Prepare minutes from the Project initiation meeting				X			
26	Attend project kickoff meeting	X	X	X	X	X	X	X
27	Deliver to the State an Agile project management plan				X			

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		State			IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM	PMO				
28	Deliver to the State the Project Management Plan, Quality Management Plan, Change Management Plan, Communication Plan, Risk Management Plan, Issues Management Plan, Interface Plan, Project Work plan and Schedule, WBS, Configuration Management Plan and the Staffing Management Plan				X			
29	Review all deliverables and change management requests.	X		X			X	X
30	Approve all deliverables and change management decisions	X						
31	Identify resources for the PMO	X	X					
32	Obtain decisions from Executive Steering Committee	X		X				
33	Participate in weekly project status meetings.	X	X	X	X	X	X	X
34	Run the weekly project status meetings and supply agenda to all parties.				X			
35	Identify, monitor, control, and report (with statistics and aging criteria) issues and resolutions, as needed to keep the project on schedule, to the Department, the PMO Contractor, and the QA and IV&V Contractor.				X			
36	Provide the Department with changes to key personnel, including resumes of proposed replacement staff, in writing, within fifteen (15) business days of contract signing.				X			
37	Provide a narrative description and job descriptions of the proposed organization, roles, and responsibilities of key personnel.				X			

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		State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
38	Provide quarterly project status reports to the State				X			
39	Work with Partners and other agencies to determine requirements to interface with the new system (i.e. FACS, Insurance for HIX)		X		X			
40	Review and approve metrics and data sources that the Department, the Contractor, QA contactor and the IV&V contractor will use to measure project progress and effectiveness.	X		X			X	
41	Report ongoing project progress to Executive Management	X		X				
42	Provide the Department the results of all employees criminal background checks.				X			
43	Submit invoices for payment				X			
44	Monitor the Contractor performance and compliance with contract terms, standards and conditions.	X		X			X	X
45	Approve payments per the contract	X						
	START-UP PHASE							
46	Create the following environments: Development, Integration, Unit/System Testing and Conversion Testing, Quality Assurance/UAT, and Knowledge Transfer Environment				X			
47	Work with the HBE Contractor to develop scope for both projects.	X	X	X	X	X		
48	Monitor the Contractor performance and compliance with contract terms, standards and conditions.	X		X			X	X
49	Approve payments per the contract	X						

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		State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
50	Provide access to documentation of any state-mandated project management policies, processes and tools.	X	X					
51	Provide direction to the QA and IV&V Contractor	X						
52	Provide a narrative description and job descriptions of the proposed organization, roles, and responsibilities of key personnel.				X			
53	Report ongoing project progress to Executive Management	X		X				
54	Monitor all projects (HBE, MMIS and IIEP) to address risks, issues, quality, schedule, budget and scope.			X			X	X
	DDI							
55	Review all deliverables and change management requests.	X		X			X	X
56	Approve all deliverables and change management decisions	X						
57	Obtain decisions from Executive Steering Committee	X		X				
58	Report ongoing project progress to Executive Management	X		X				
59	Participate in bi-weekly project status meetings.	X	X	X	X	X	X	X
60	Run the bi-weekly project status meetings and supply agenda to all parties.				X			
61	Provide a narrative description and job descriptions of the proposed organization, roles, and responsibilities of key personnel.				X			

Line Number	Responsibilities	Responsible Party						
		State			IABC			
		Business	DDM	PMO	Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
62	Supply a SME to lead public assistance policy configuration team	X						
63	Supply a SME to lead data conversion team	X	X					
64	Supply a SME to lead configuration of notices	X						
65	Supply SMEs to lead interface development team	X	X					
66	Supply SMEs to lead the development of reports	X	X					
67	Supply lead for State training program	X						
68	Supply a lead for help desk design and implementation.	X						
69	Provide quarterly project status reports to the State				X			
70	Submit DDI Plan				X			
71	Approve DDI Plan	X	X	X				
72	Submit Data Conversion Plan				X			
73	Approve Data Conversion Plan	X						
74	Provide the agile development cycle planning document (occurs at the beginning of each ADC)				X			
75	Attend ADC meetings	X	X	X	X	X	X	X
76	Review design documents and deliverables as part of the ADC.	X		X			X	X
77	Approve design documents and deliverables as part of the ADC.	X						
78	Work with State SMEs to understand requirements and scope.			X	X		X	X
79	Develop requirements traceability matrix that include the requirements from the RFP.				X			

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		State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
80	Monitor the Contractor performance and compliance with contract terms, standards and conditions. Approve payments per the contract.	X		X			X	X
81	Coordinate Department, state, and federal reviews, certifications, and compliance audits	X		X	X			
82	Produce detailed design documentation.				X			
83	Approve design documentation	X		X				
84	Develop, test and document all eligibility applications.				X			
85	Produce an agile test management plan and provide to the State.				X			
86	Approve test management plan.	X		X				X
87	Implement testing environments for: Conversion, UAT, Unit, Rules, Module, Integration, UAT, Beta and Load testing.				X			
88	Develop test plans, document testing completed, testing results and deliver final testing reports to the State.				X			
89	Attend ADC review meetings	X	X	X	X	X	X	X
90	Provide a method for the Department, IV&V and QA Contractors to review automated test results.				X			
91	Approve deliverables from the ADC review meetings.	X		X			X	X
92	Keep a library of each team's design artifacts				X			
93	Monitor all projects (HBE, MMIS and IIEP) to address risks, issues, quality, schedule, budget and scope.			X			X	

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		State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
	IMPLEMENTATION							
94	Report ongoing project progress to Executive Management	X		X				
95	Provide a narrative description and job descriptions of the proposed organization, roles, and responsibilities of key personnel.				X			
96	Ensure the software provided by the Contractor meets the users' needs (Validation).	X	X	X			X	X
97	Check that the system is well engineered (Verification).		X				X	
98	Ensure the quality of deliverables.			X	X		X	X
99	Participate in Agile Development Cycle (ADC) planning, which will be facilitated by the Contractor to gather and document detailed requirements.	X	X	X	X	X	X	X
100	Conduct audits as determined by the Department.			X	X		X	X
101	Cooperate with IV&V/QA Contractor			X	X	X		
102	Review all deliverables and change management requests.	X		X			X	X
103	Approve all deliverables and change management decisions	X						
104	Obtain decisions from Executive Steering Committee	X		X				
105	Participate in weekly project status meetings.	X	X	X	X	X	X	X
106	Run the weekly project status meetings and supply agenda to all parties.				X			
107	Provide quarterly project status reports to the State				X			
108	Participate in implementation planning sessions	X	X	X	X	X	X	

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		State			IABC			
		Business	DDM	PMO	Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
109	Manage all implementation activities, monitor progress and supply the Department with implementation status reports.				X			
110	Monitor the Contractor performance and compliance with contract terms, standards and conditions.	X		X			X	X
111	Approve payments per the contract	X						
112	Provide and maintain effective communication with DHS and other partners to maintain the system.				X			
113	Participate in developing communications, documentation, and training regarding standard reports and online query access for Department community partners.	X		X	X	X	X	X
114	Deliver a Statewide Implementation and Rollout strategy document.				X			
115	Approve the Statewide Implementation and Rollout strategy document.	X		X				
116	Provide the Master Plan Template for rollout.				X			
117	Provide Implementation Support Team Staffing Plan				X			
118	Review the Implementation Support Team Staffing Plan.	X		X				
119	Approve the Implementation Support Team Staffing Plan	X						
120	approve							
121	Provide resources for the implementation team	X	X			X		
122	Review all implementation deliverables	X		X			X	X

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		State			IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM	PMO				
123	Approve all implementation deliverables.	X						
124	Review the new Eligibility System for Implementation.	X		X			X	X
125	Approve the new Eligibility System for Implementation.	X						
126	Establish production environment				X			
127	Oversee Help Desk activities				X			
128	Develop back-out strategy				X			
129	Review back-out strategy	X	X	X				
130	Approve back-out strategy	X						
131	Provide final implementation report to the State				X			
132	Provide report on operational readiness testing				X			
133	Review system is ready to go into production.	X	X	X			X	X
134	Approve system is ready to go into production.	X						
135	Provide a knowledge transfer plan to the State.				X			
136	Review knowledge transfer plan	X	X	X				
137	Approve knowledge transfer plan	X						
138	Develop and maintain knowledge transfer data				X			
139	Provide classroom training				X			
140	Develop evaluation of knowledge transfer and improvement plan. Implement this plan once approved.				X			
141	Review the evaluation of knowledge transfer and improvement plan.	X		X				

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		State			IABC			
		Business	DDM	PMO	Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
142	Approve the evaluation of knowledge transfer and improvement plan.	X						
143	Provide staff for train the trainer.	X						
144	Conduct train the trainer.				X			
145	Produce and update all system, testing, user, operations and security documentation.				X			
146	Produce and distribute report distribution schedule.				X			
147	Develop and obtain the Department approval of the production schedule.				X			
148	Develop and implement backup and recovery procedures and a disaster recovery plan.				X			
149	Review backup and recovery procedures and disaster recovery plan.	X	X	X				
150	Approve backup and recovery procedures and disaster recovery plan.	X						
151	Provide the updated contingency plan to the Department for review and approval.				X			
152	Review updated contingency plan	X	X	X			X	
153	Approve updated contingency plan	X						
154	Provide the hardware, software and facility security manual to the Department for approval.				X			
155	Review hardware, software and facility security manual.	X	X				X	
156	Approve hardware, software and facility security manual.	X						
157	Ensure complete and accurate final data conversion.				X			

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		State			IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM	PMO				
158	Obtain written approval from the Department to begin system implementation.				X			
159	Monitor all projects (HBE, MMIS and IIEP) to address risks, issues, quality, schedule, budget and scope.	X		X			X	X
	CERTIFICATON							
160	Fill out readiness checklists and assist the State in sending to appropriate Federal Agency once approved by the State.				X			
161	Provide to the Department updated Federal Certification Checklists, Federal Certification Readiness Checklists, required information and documentation, revised system documentation, resulting from remediation.				X			
162	Update certification checklists to reflect changes or additions to system requirements that were submitted with the IAPD.				X			
163	Provide resources to the Department for certification.				X			
164	Validate the RTM against the Federal Certification checklist.				X			
165	Coordinate the certification activities.				X			
166	Is the point of contact for all federal agencies.	X						
167	Review and approve readiness checklists.	X	X	X			X	
168	Report ongoing project progress to Executive Management	X		X				
169	Facilitate certification meetings	X		X				

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		State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
170	Monitor all projects (HBE, MMIS and IIEP) to address risks, issues, quality, schedule, budget and scope.			X			X	
	MAINTENANCE AND OPERATIONS							
171	Maintain all hardware and software for a minimum of 2 years to include but not limited to: investigate batch job failures; investigate and correct defects; repair jobs scheduled or run incorrectly and repair problems due to system hardware or software failures.				X			
172	Provide a plan for ensuring the Eligibility System meets requirements to receive enhanced maintenance and operations from CMS at 75% federal and 25% state funds. This plan should also include how the system qualifies for maintenance and operations FFP from USDA/FNS and ACF at the standard FFP rate.				X			
173	Provide and maintain effective communication with DHS and other partners to maintain the system.				X			
174	Monitor the Contractor performance and compliance with contract terms, standards and conditions. Approve payments per the contract.	X		X			X	X
175	Approve payments per the contract	X						
176	Conduct regular meetings with the State to go over performance and issue resolution.				X			
177	Identify deficiencies and provide those to the Contractor.	X		X				
178	Review all post implementation deliverables.	X		X				

Line Number	Responsibilities	State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
179	Prepare corrective action plans for problems or deficiencies.				X			
180	Develop post implementation report and provide to the State.				X			
181	Prepare and submit for approval to the Department, requests and suggestions for system changes.				X			
182	Review all deliverables and change management requests.	X		X			X	X
183	Approve all deliverables and change management decisions	X						
184	Provide an online tracking tool to use, track and generate reports on all change management requests.				X			
185	Provide implementation evaluation team members, identify deficiencies and review corrective action plans and review all post implementation deliverables.	X						
186	Monitor the implemented Eligibility System for quality control and verification that all activities are functioning properly.				X			
187	Provide the Department on a daily or weekly report (as specified by the Department) on any problems identified, the proposed repair or remedy, impact of the repair or remedy, and the solution implementation date.				X			
188	Archive all first run federally mandated reports for certification documentation.				X			
189	Produce and provide to the State user documentation.				X			

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		Business	DDM					
190	Produce and provide to the State system documentation and also to CMS, USDA/FNS, ACF or OMB if requested.				X			
191	Provide a monthly report on system performance and computer resource usage, including trend analysis, as well as recommendations on potential changes to improve the efficiency and effectiveness of delivery of application support services.				X			
192	Provide the Department with the Help Desk Plan				X			
193	Develop and manage the help desk for the State.				X			
194	Provide user support that cannot be done by the Help desk.				X			
195	Maintain operational procedures documentation.				X			
196	Provide support and participate in required Department, state, and federal reviews, certifications, and compliance audits.				X			
197	Provide annually, a staffing plan for each operations section.				X			
198	Review staffing plan	X	X	X				
199	Approve staffing plan.	X						
200	Provide office space, desk chairs, network infrastructure, personal computers, telephones and fax machines, photo copiers, copy paper, envelopes, network printers, software licenses for commercially-available packages and conference rooms.	X						

Line Number	Responsibilities	Responsible Party						
		State		PMO	IABC Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
		Business	DDM					
201	Provide proprietary or other software that is not commercially available, office supplies, any special needs equipment or for ergonomic or other purposes and personal workstation printers and associated cables and software, to connect them to and use them at the workstations.				X			
202	Maintain accounting and financial records.				X			
203	Establish a performance dashboard.				X			
204	Provide knowledge transfer when: new staff or replacement staff are hired; new policies or procedures are implemented and changes to policies and procedures are implemented.				X			
205	Work with the Department to implement a quality plan and submit the plan for approval.				X			
206	Approve Quality Plan	X						
207	Submit quarterly reports of the quality assurance coordinator's activities, findings and corrective actions. Have both quality control and quality assurance reports accessible online for the Department and Contractor staff.				X			
208	Provide documentation that corrective actions are complete and meets the Departments requirements.				X			
209	Correct all items not certified by CMS, USDA/FNS, ACF and the Department.				X			
210	Determine frequency, format, content, media and number of copies for program management reporting.	X						

Line Number	Responsibilities	Responsible Party						
		State			IABC			
		Business	DDM	PMO	Replacement Vendor	HBE Contractor	IV&V Contractor	QA Contractor
211	Produce program management reports per the Departments timeframes and requirements.				X			
212	Produce all Federal Reports				X			
213	Identify, review and approve federal reporting.	X		X				
214	Provide the Department a Business Continuity Plan.				X			
215	The Business Continuity Plan will be reviewed and approved on a yearly basis by the Department.	X	X					
216	Report ongoing project progress to Executive Management	X		X				
	TURNOVER							
217	Notify the Contractor of the Department's intent to transfer or replace system operations at least 12 months prior to the end of the contract.	X						
218	Review and approve turnover plan	X	X					
219	Review and approve a statement of resources, which would be required to take over Eligibility Systems operations by the Department.	X	X					
220	Make Department staff available to be trained.	X	X					
221	Coordinate the transfer of the Department documentation in hard and soft copy formats, software and data files.	X	X					
222	Review and approve a turnover results report that documents completion of each step of the turnover plan.	X	X					
223	Obtain post turnover support from the Contractor in the event of software malfunction.	X	X					

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224	Create the schedule for turnover activities and submit the schedule for Department approval.				X			
225	Track both Department and Contractor responsibilities associated with the Turnover Phase				X			
226	Provide a turnover plan to the Department for approval.				X			
227	Provide all enterprise production data, program libraries, and documentation, including documentation update procedures for the turnover.				X			
228	Provide a statement of resource requirements required by the Department or successor Contractor to take over Eligibility System operations.				X			
229	Transfer all non-proprietary source program code onto media approved by the Department. The Contractor must submit a letter stating all proprietary source code is held by an escrow agent, approved by the Department, and is current as of the date of system turnover.				X			
230	Ensure the Eligibility System is error-free and complete when turned over to the Department of the successor Contractor.				X			
231	Correct, at no cost to the Department, any malfunctions that existed in the system prior to turnover or that were caused by the lack of support by the Contractor, as will be determined by the Department.				X			

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232	Supply a detailed organization chart and an estimate of the number, type of personnel to operate the equipment, and other functions of the Department.				X			
233	At a turnover date, the Contractor must provide to the Department or the successor Contractor, all updated computer programs, data and reference files, and all other documentation and records, as will be required by the Department or its agent to operate the Eligibility System.				X			
234	Turn over all reports associated with the Operations Phase.				X			
235	Provide staffing for the turnover phase	X	X		X			